

**Department of Mental Health  
Adult Community Clinical Services (ACCS)  
Billing Guidelines**  
Activity Code 3055

**Issued: July 2018**

|       |   |    |
|-------|---|----|
| I.    | OVERVIEW.....   | 3  |
| II.   | DEFINITIONS.....  | 3  |
| III.  | REFERRAL AND ENROLLMENT.....  | 7  |
| IV.   | TRANSITION AND DISCHARGE .....  | 8  |
| V.    | CONTRACT STRUCTURE.....   | 8  |
| VI.   | HIPAA CLAIMING .....  | 9  |
| VII.  | EIM BILLING .....   | 9  |
| VIII. | UNIT RATE BILLING – SERVICE DELIVERY REPORT.....                      | 9  |
| IX.   | ACCOMMODATION RATE BILLING – OCCUPANCY.....                           | 15 |
| X.    | COST REIMBURSEMENT BILLING – CONTINGENCY & EMPLOYMENT TRANSITION..... | 16 |
| XI.   | REHABILITATIVE SERVICES.....  | 17 |
| XII.  | DOCUMENTATION .....   | 18 |
| XIII. | ATTACHMENTS.....  | 18 |

## **I. OVERVIEW**

The Department of Mental Health (DMH) has developed a reconfigured service model as its primary service for DMH adults who live in or are transitioning to the community. This service, Adult Community Clinical Services (ACCS), replaces Community Based Flexible Supports effective July 1, 2018.

DMH's ACCS program will deliver evidence based interventions, including rehabilitative interventions, within the context of a standardized, clinically focused model to promote:

- Active engagement and assertive outreach to prevent homelessness;
- Clinical coverage 24/7, 365 days a year;
- Consistent assessment and treatment planning;
- Risk assessment, crisis planning and prevention;
- Skill building and symptom management;
- Behavioral and physical health monitoring and support;
- Addiction treatment support;
- Family engagement;
- Peer support and recovery coaching; and
- Reduced reliance on emergency departments, hospitals and other institutional levels of care.

## **II. DEFINITIONS RELATED TO BILLING PROCEDURES**

**Accommodation Rate (AR) Invoice** - The mechanism used to bill for the total amount due for a month of services delivered in the previous month.

**Activity/Sub Activity Code** – The Activity Code is a 4 digit number used in MMARS (Commonwealth accounting system) and EIM that identifies the service. ACCS activity code is 3055. The sub activity code is a 2 – 3 numeric suffix to the Activity Code and further defines the service type.

**Contact (Encounter)** – A face-to-face encounter with an individual; may be brief in nature.

**Cost Reimbursement (CR) Invoice** - The mechanism used to bill for budgeted costs incurred during the delivery of services in the previous month.

**Enterprise Invoice Management System (EIM)** – The web based invoice system that automates the transmission of client information and service data that Commonwealth purchase-

of-service contractors transmit to agencies from which they seek reimbursement for the provision of services.

**HIPAA Billing** – The mechanism used by Health Care Providers, Clearinghouses and Billing Services to submit electronic claims directly to the Virtual Gateway through a file transfer application.

**Mental Health Information System (MHIS)** – DMH’s electronic medical record system.

**MHIS Account Number** – The number MHIS generates when a client is enrolled into a Contractor’s ACCS Service. The number is unique to the enrollment. In EIM, *the MHIS Account Number appears as the Agency Enrollment ID*.

**Occupancy** - The rate payment contractors receive for all Supervised GLEs, SIEs; IGLEs and certain Provider-Based Independent Settings. The payment of the rate is based on bed capacity and is independent of bed utilization. The Occupancy Rate will be offset by other payments attributable to occupancy costs.

**Occupancy Offsets** – Other payments that are applied to defray total occupancy costs (e.g. SNAP Benefits, housing subsidies, charges for residential services and support pursuant to 104 CMR 30.06).

**Provider Portal (DMHPP)** – The Virtual Gateway’s secure website used by providers to upload ACCS data in XML format to the Department of Mental Health.

**Rehabilitative Encounter** – A clinical intervention that is delivered in accordance with Federal claiming requirements for Medicaid Rehabilitation Option (Rehab Option) and as outlined in DMH Rehab Option guidance documentation. Telephonic contacts and collateral activities, including work completed to develop, update and/or revise and assessment and or treatment plan are rehabilitative encounters when provided as outlined in DMH Rehab Option guidance documented.

**Service Delivery Report (SDR)** – An electronic document accessed through the Enterprise Invoice Management System (EIM) that contractors use to report to DMH each day a client is enrolled in ACCS. The SDR is populated using enrollment information maintained with MHIS. The SDR will be used to generate a payment or reconcile ready payments made to the contractor.

**Service Type** – ACCS is comprised of 4 Service Types with an associated set of rates and Service and Attendance Codes. Each client can only be enrolled in a one Service Type at a time. The ACCS Service Types are:

1. **Integrated Team (IT)** - A multi-disciplinary team of clinical, direct care, and peer staff providing clinical interventions, housing services, and peer and family support to facilitate engagement, support functioning and community living skill development, and maximize self-management consistent with the treatment plan.

- 2. Group Living Environments (GLE)** - A temporary setting providing a clinically oriented environment and structure in which staff is present on a planned staffing schedule. The setting provides increased treatment and engagement interventions to enable the client to develop the skills necessary to live in a more independent setting. Clients residing in GLEs also receive interventions from the Integrated Team. GLE staff members are part of the Integrated Team and perform the duties and responsibilities of the direct care staff members of the Team for clients residing in the GLEs. There are three different GLE rates, which are based on the capacity of the living environment: 4-6; 7-9 and 10-12.
- 3. Supported Independent Environment (SIE)** – A temporary setting providing clinical outreach and treatment in an environment with individual or shared units and staff present on a planned schedule within the setting, generally within an office or separate unit. Clients residing in SIEs also receive interventions from the Integrated Team. SIE staff members are part of the Integrated Team and perform the duties and responsibilities of the direct care staff members of the Team for clients residing in the SIEs. There are three different SIE rates, which are based on bed capacity: 13-16; 17-25 and 26-35.
- 4. Intensive Group Living Environment (IGLE)** – A temporary group living setting providing clients with the service components and specific clinical interventions particular to a defined service model for which they are referred. There are separate rates for the different types of IGLEs and each IGLE type has different approved rates based on bed capacity.

  - A. Intensive Behavioral GLE (IBGLE) - Provides increased therapeutic interventions and supervision that focus on identifying triggers and precipitant behaviors, coping skills, improving communication skills, addressing issues around substance use, and identifying and resolving barriers to more independent community living and employment. Other rehabilitative, support, and supervision services are provided to clients as their needs indicate.
  - B. Intensive Behavioral Assessment GLE (IBAGLE) - Provides an intensive level of supervision, including one to one (line of sight) coaching on a consistent basis throughout the day. Coaching interventions focus on identifying and practicing pro-social communication and community engagement. Rehabilitation and other support services are provided to clients, as their needs indicate.
  - C. Intensive Clinical GLE (ICGLE) - Delivers rapid response to a client's emerging clinical needs including, but not limited to, symptom management, de-escalation strategies, or one to one assistance. Clients enrolled in this program require either an experience of a length of stay in a Department of Mental Health (DMH) Continuing Care Hospital for two years or more or prior histories of multiple failed efforts in standard DMH community services. The program is designed to develop, implement, and monitor person centered clinically intensive care. Other rehabilitative, support, and supervision services are provided to clients as their needs indicate.
  - D. Intensive Medical GLE (IMGLE) - Provides daily medical management that may be complicated by symptoms and/or behaviors related to the client's mental health. In addition to medical management and other rehabilitative services, clients receive support and supervision services as their needs indicate.

| Service Settings                             | Serv Mnem | EIM Subactivity | Desc                            |
|--|-----------|-----------------|---------------------------------|
| Integrated Team (IT)                         | ACCSI     | 3055199         | ACCS INTEGRATED TEAM            |
| Group Living Environments (GLE)              |           |                 |                                 |
| GLE  | ACCSGLE6  | 305526          | ACCS GLE 4-6 BED                |
| GLE  | ACCSGLE9  | 305529          | ACCS GLE 7-9 BED                |
| GLE  | ACCSGLE12 | 3055212         | ACCS GLE 10-12 BED              |
| Intensive Behavioral GLE (IBGLE)             |           |                 |                                 |
| IBGLE  | ACCSIB6   | 305536          | ACCS INTENSIVE GL IB 4-6 BED    |
| IBGLE  | ACCSIB9   | 305539          | ACCS INTENSIVE GL IB 7-9 BED    |
| IBGLE  | ACCSIB12  | 3055312         | ACCS INTENSIVE GL IB 10-12 BED  |
| Intensive Behavioral Assessment GLE (IBAGLE) |           |                 |                                 |
| IBAGLE                                       | ACCSIBA6  | 305546          | ACCS INTENSIVE GL IBA 4-6 BED   |
| IBAGLE                                       | ACCSIBA12 | 3055412         | ACCS INTENSIVE GL IBA 10-12 BED |
| Intensive Clinical GLE (ICGLE)               |           |                 |                                 |
| ICGLE  | ACCSIC6   | 305556          | ACCS INTENSIVE GL IC 4-6 BED    |
| ICGLE  | ACCSIC9   | 305559          | ACCS INTENSIVE GL IC 7-9 BED    |
| ICGLE  | ACCSIC12  | 3055512         | ACCS INTENSIVE GL IC 10-12 BED  |
| Intensive Medical GLE (IMGLE)                |           |                 |                                 |
| IMGLE  | ACCSIM6   | 305566          | ACCS INTENSIVE GL IM 4-6 BED    |
| IMGLE  | ACCSIM9   | 305569          | ACCS INTENSIVE GL IM 7-9 BED    |
| IMGLE  | ACCSIM12  | 3055612         | ACCS INTENSIVE GL IM 10-12 BED  |
| Supported Independent Environment (SIE)      |           |                 |                                 |
| SIE  | ACCSIE16  | 3055716         | ACCS SIE 13-16 BED              |
| SIE  | ACCSIE25  | 3055725         | ACCS SIE 17-25 BED              |
| SIE  | ACCSIE35  | 3055735         | ACCS SIE 26-35 BED              |

**Attendance Codes** – Codes entered on the Unit Rate SDR to identify the type of client encounter that occurred each enrolled day. Below are the codes used for ACCS.

**Enrolled no contact (E)** - Client enrolled in Integrated Team only or Supported Independent Environment setting but no client encounter occurred.

**Enrolled Contact (C)** - Client enrolled in Integrated Team only or Supported Independent Environment setting and a client encounter occurred.

**Enrolled with Telephonic or Collateral Rehabilitative contact (O)** – Client enrolled in Integrated Team only or Supported Independent Environment setting and a Telephonic or Collateral Rehabilitative contact occurred.

**Enrolled with Rehab (R)** - Client enrolled in Integrated Team only or Supported Independent Environment setting and a Rehabilitative encounter occurred (see definition for Rehabilitative Encounter).

**Enrolled in bed (B)** - Client enrolled and present within a Group Living Environment within the 24 period and not enrolled or admitted to another service (e.g. inpatient facility, Respite).

**Enrolled in bed with Rehab (BR)** - Client enrolled and present in a Group Living Environment or Intensive Group Living Environment within the 24 hour period and a Rehabilitative encounter occurred (see definition for Rehabilitative Encounter).

**Enrolled in bed with Telephonic or Collateral Rehabilitative contact (BO)** – Client enrolled and present in a Group Living Environment or Intensive Group Living Environment within the 24 hour period and a Telephonic or Collateral Rehabilitative contact occurred.

**Enrolled not in bed no contact (A)** - Client enrolled in a Group Living Environment or Intensive Group Living Environment but is not present within the 24 hour period and there was no contact with the client.

**Enrolled not in bed with contact (AC)** - Client enrolled in a Group Living Environment or Intensive Group Living Environment but is not present during the 24 hour period. A client encounter occurred outside of the GLE setting.

**Enrolled not in bed with Telephonic or Collateral Rehabilitative contact (AO)** – Client enrolled in a Group Living Environment or Intensive Group Living Environment but is not present during the 24 hour period. A Telephonic or Collateral Rehabilitative contact occurred. This code is not used if a client is admitted to setting in which Rehab cannot be claimed (see definition for Rehabilitative Encounter and Section XI. Rehabilitative Services).

**Enrolled not in bed with Rehab (AR)** - Client enrolled in a Group Living Environment or Intensive Group Living Environment but is not present during the 24 hour period. A Rehabilitative encounter occurred outside of the GLE setting. This code is not used if a client is admitted to setting in which Rehab cannot be claimed (see definition for Rehabilitative Encounter and Section XI. Rehabilitative Services).

### **III. REFERRAL AND ENROLLMENT**

ACCS operate on a closed referral basis with all referrals generating from the applicable DMH Area and/or Site Office.

In making a referral for ACCS, DMH will specify which Service Type the individual is to receive.

A referral will include the reason(s) for referral, demographics, the Person's other service provider(s), the Care Coordination Entity, if known at time of referral, and relevant clinical information with any known risk issues identified consistent with the DMH Risk Mitigation Policy. If the individual is being referred for a Supervised GLE, SIE or an Intensive GLE, the environment location will be specified in the referral and the date the individual is expected to move into the Environment.

A Contractor may not move a Person in or out of a Supervised GLE, SIE or an Intensive GLE, including a change in location, without authorization from DMH.

A Contractor must accept all referrals that are within their negotiated contract capacities.

A client can only be enrolled in one Service Type at any given time.

The enrollment date is the day of the first **Face to Face** encounter, unless otherwise determined by DMH.

#### IV. TRANSITION AND DISCHARGE

When DMH determines, through a level of care review with the ACCS provider, that a new level of care is needed, that the client needs to transition to a new GLE, SIE or IGLE, or that the client will transition from ACCS to other behavioral health services, the account for the current Service Type is closed.

The end date will be the date agreed upon by DMH and the provider. The end date that is entered in DMH's MHIS system will flow to EIM the following day. The EIM application will not allow the provider to bill for dates of service that occur after the end date.

If, for any reason, there is a delay in the end date propagating to EIM, and services are reported by the provider on dates that occur after the agreed upon end date, the discrepancy will be sent to the DMH site office to resolve the issue with the provider. Resolution may result in a need to change the end date in the MHIS system and EIM and/or the need for the individual's SDR to be denied or canceled, depending on the status of the SDR. If the SDR is Denied or Canceled, a supplemental SDR may be submitted with the correct dates of service (see section VIII.D.9 below).

At no time will two ACCS accounts overlap. If a client is transitioning to a different Service Type within the same contract, or will be served under a different ACCS contract, the start date for the new account must be a date that occurs after the end date of the account that is being closed.

#### V. CONTRACT STRUCTURE

Each ACCS award consists of two contracts. Example is given below.

- Contract Doc ID = SCDMH23100192XXXXCM3A – ending in A for Unit Rate
- Contract Doc ID = SCDMH23100192XXXXCM3B – ending in B for Occupancy, Contingency Funds, and Transitional Employment.

| SCDMH23100192XXXXCM3A   | Type               | Billing in EIM             |
|-------------------------|--------------------|----------------------------|
| Services                | Unit Rate          | SDR                        |
|                         |                    |                            |
|                         |                    |                            |
| SCDMH23100192XXXXCM3B   | Type               | Billing in EIM             |
| Occupancy               | Accommodation Rate | Accommodation Rate Invoice |
| Contingency             | Cost Reimbursement | Cost Reimbursement Invoice |
| Transitional Employment | Cost Reimbursement | Cost Reimbursement Invoice |



## **VI. HIPAA CLAIMING**

**HIPAA Claiming is not an option at the start of ACCS on July 1, 2018. The timelines for HIPAA Claiming readiness will be announced when information is available. Refer to Attachment A – HIPAA Onboarding Guidelines for additional information.**

## **VII. EIM BILLING**

All Contractors are required to use the Enterprise Invoice Management System (EIM) for billing DMH monthly for all ACCS Services. At the start of ACCS services on July 1, 2018 all Contractors are required to complete the EIM Service Delivery Report (SDR) for the Unit Rate portion of the contract. EIM is accessed through the Executive Office of Health and Human Services (EOHHS) Virtual Gateway. To utilize the EIM system, Contractors must contact EOHHS Virtual Gateway Business Operations (VGBO) Services to become an authorized user and to be trained on how to use its billing functionality required when billing DMH. Contractors who are currently not authorized users and/or trained in the EIM billing functionalities should contact the VGBO. Please use the following link: <http://www.mass.gov/eohhs/gov/commissions-and-initiatives/vg/>

The following link is also available on the Virtual Gateway to access Job Aids for EIM: <https://www.mass.gov/service-details/eimesm-training-and-user-materials>

Contractors are required to complete and submit their billing information for each month in EIM by the 10<sup>th</sup> day of the subsequent month.

## **VIII. UNIT RATE BILLING (UR) – SERVICE DELIVERY REPORT (SDR)**

### **A. Unit of Service**

**Integrated Team Only:** The unit of service is a day a Person is Enrolled.

**Integrated Team with GLE/SIE:** The unit of service is a day a Person is Enrolled in the Integrated Team ACCS Service Type.

**Supervised Group Living Environment:** The unit of service for these rates is a day a Person is Enrolled in the applicable GLE with Integrated Team services.

**Supported Independent Environment:** The unit of service for these rates is a day a Person is Enrolled in the applicable SIE with Integrated Team services.

**Intensive Group Living Environment Rates:** The unit of service for Intensive Group Living Environment is a day of Enrollment in the applicable IGLE.

These services will be billed as Unit Rate in EIM by means of a Service Delivery Report (SDR). An SDR will be generated in EIM based upon the client's enrollment in the respective activity/sub activity in MHIS.

## B. Rates

There are multiple unit rates for this service. ACCS Services reimbursement rates are regulated by the Executive Office of Health and Human Services as required by Chapter 257 of the Acts of 2008. The regulation for ACCS Services is included in the 101 CMR 426.00: RATES FOR CERTAIN ADULT COMMUNITY MENTAL HEALTH SERVICES:

<https://www.mass.gov/regulations/101-CMR-42600-rates-for-certain-adult-community-mental-health-services>

Below are the current rates as of December 29, 2017 and applicable EIM SDR Service Codes and Attendance Codes.

| DMH ACCS Service Settings                    |                          |                               |                                 |          | EIM               | EIM                         |
|--|--------------------------|-------------------------------|---------------------------------|----------|-------------------|-----------------------------|
| Service Settings                             | Serv Mnem                | EIM Subactivity               | Desc                            | Rate     | SDR Service Codes | Attendance Codes            |
| Integrated Team (IT)                         | ACCSI                    | 3055199                       | ACCS INTEGRATED TEAM            | \$40.32  | IT                | E, C, O, or R               |
| Group Living Environments (GLE)              |                          |                               |                                 |          |                   |                             |
| GLE *  | ACCSGLE6                 | 305526                        | ACCS GLE 4-6 BED                | \$269.88 | GLE6              | B, BR, BO, A, AC, AO, or AR |
| GLE *  | ACCSGLE9                 | 305529                        | ACCS GLE 7-9 BED                | \$198.97 | GLE9              | B, BR, BO, A, AC, AO, or AR |
| GLE *  | ACCSGLE12                | 3055212                       | ACCS GLE 10-12 BED              | \$166.74 | GLE12             | B, BR, BO, A, AC, AO, or AR |
| Intensive Behavioral GLE (IBGLE)             |                          |                               |                                 |          |                   |                             |
| IBGLE  | ACCSIB6                  | 305536                        | ACCS INTENSIVE GL IB 4-6 BED    | \$395.91 | IB6               | B, BR, BO, A, AC, AO, or AR |
| IBGLE  | ACCSIB9                  | 305539                        | ACCS INTENSIVE GL IB 7-9 BED    | \$296.63 | IB9               | B, BR, BO, A, AC, AO, or AR |
| IBGLE  | ACCSIB12                 | 3055312                       | ACCS INTENSIVE GL IB 10-12 BED  | \$252.78 | IB12              | B, BR, BO, A, AC, AO, or AR |
| Intensive Behavioral Assessment GLE (IBAGLE) |                          |                               |                                 |          |                   |                             |
| IBAGLE                                       | ACCSIBA6                 | 305546                        | ACCS INTENSIVE GL IBA 4-6 BED   | \$321.33 | IBA6              | B, BR, BO, A, AC, AO, or AR |
| IBAGLE                                       | ACCSIBA12                | 3055412                       | ACCS INTENSIVE GL IBA 10-12 BED | \$220.35 | IBA12             | B, BR, BO, A, AC, AO, or AR |
| Intensive Clinical GLE (ICGLE)               |                          |                               |                                 |          |                   |                             |
| ICGLE  | ACCSIC6                  | 305556                        | ACCS INTENSIVE GL IC 4-6 BED    | \$450.98 | IC6               | B, BR, BO, A, AC, AO, or AR |
| ICGLE  | ACCSIC9                  | 305559                        | ACCS INTENSIVE GL IC 7-9 BED    | \$395.72 | IC9               | B, BR, BO, A, AC, AO, or AR |
| ICGLE  | ACCSIC12                 | 3055512                       | ACCS INTENSIVE GL IC 10-12 BED  | \$359.61 | IC12              | B, BR, BO, A, AC, AO, or AR |
| Intensive Medical GLE (IMGLE)                |                          |                               |                                 |          |                   |                             |
| IMGLE  | ACCSIM6                  | 305566                        | ACCS INTENSIVE GL IM 4-6 BED    | \$386.73 | IM6               | B, BR, BO, A, AC, AO, or AR |
| IMGLE  | ACCSIM9                  | 305569                        | ACCS INTENSIVE GL IM 7-9 BED    | \$322.33 | IM9               | B, BR, BO, A, AC, AO, or AR |
| IMGLE  | ACCSIM12                 | 3055612                       | ACCS INTENSIVE GL IM 10-12 BED  | \$290.61 | IM12              | B, BR, BO, A, AC, AO, or AR |
| Supported Independent Environment (SIE)      |                          |                               |                                 |          |                   |                             |
| SIE *  | ACCSIE16                 | 3055716                       | ACCS SIE 13-16 BED              | \$87.26  | SIE16             | E, C, O, or R               |
| SIE *  | ACCSIE25                 | 3055725                       | ACCS SIE 17-25 BED              | \$74.46  | SIE25             | E, C, O, or R               |
| SIE *  | ACCSIE35                 | 3055735                       | ACCS SIE 26-35 BED              | \$61.65  | SIE35             | E, C, O, or R               |
| Attendance Code                              |                          |                               |                                 |          |                   |                             |
| E  | Enrolled no contact      | Integrated Team, and SIE      |                                 |          |                   |                             |
| C  | Enrolled contact         | Integrated Team, and SIE      |                                 |          |                   |                             |
| O  | Enrolled w Other, Tele   | Integrated Team, and SIE      |                                 |          |                   |                             |
| R  | Enrolled w Rehab         | Integrated Team, and SIE      |                                 |          |                   |                             |
| B  | Enrolled in bed          | GLE, IBGLE, IBAGLE, and IMGLE |                                 |          |                   |                             |
| BR   | Enrolled in bed w Rehab  | GLE, IBGLE, IBAGLE, and IMGLE |                                 |          |                   |                             |
| BO   | Enrolled in bed w Other  | GLE, IBGLE, IBAGLE, and IMGLE |                                 |          |                   |                             |
| A  | Enrolled not in bed no c | GLE, IBGLE, IBAGLE, and IMGLE |                                 |          |                   |                             |
| AC   | Enrolled not in bed cont | GLE, IBGLE, IBAGLE, and IMGLE |                                 |          |                   |                             |
| AO   | Enrolled not in bed w O  | GLE, IBGLE, IBAGLE, and IMGLE |                                 |          |                   |                             |
| AR   | Enrolled not in bed w R  | GLE, IBGLE, IBAGLE, and IMGLE |                                 |          |                   |                             |

\* Note: For billing purposes GLE & SIE combined rate included in the Integrated Team with GLE/SIE rate.

## C. Staff Vacancy Report

All Contractors must submit a Staff Vacancy Report to the designated DMH site office in a standard format as determined by DMH. The documentation is due to the DMH site office no later than the twentieth (20<sup>th</sup>) day of the month. Payment will not be approved until the documentation is received and reviewed (see Attachment D).

**D. EIM Service Delivery Report – Unit Rate billing**

DMH will provide an electronic data feed of client enrollments from MHIS to EIM to pre-populate the monthly SDR for each Contract. The SDR will include a monthly calendar for each client enrolled by DMH during the reporting month. The calendar will contain the names and Enrollment IDs (MHIS Account Numbers) of clients served.

**NOTE: The ACCS provider submits the date of the first face to face encounter to DMH. This triggers the enrollment in an ACCS service and the first billable day.**

For each DMH client included on a SDR, the Contractor will select the Service Code from the drop down menu. Selection will be limited to the appropriate codes predetermined by client enrollment at the sub activity level. The Contractor **must** indicate the day(s) the DMH client was enrolled by entering the unit of service (always “1”) for each day and the applicable attendance code. Only one Attendance Code may be reported on any given date. (**Note: EIM does not permit the reporting of service delivery before a DMH client’s Enrollment date or after the clients Disenrollment date.**)

1. **Integrated Team Only:** A calendar indicating the type of Encounter the Person received each day (Rehab Encounter, Other Face to Face Encounter, Enrolled but No Encounter).
  - a) SDR Service Code = **IT** - Integrated Team Only / Sub Activity 3055199
  - b) SDR Attendance Code = **E** - Enrolled but NO Encounter  
**C** - Enrolled with Encounter  
**O** – Enrolled with Telephonic or Collateral REHAB Contact  
**R** - Enrolled with REHAB Encounter
2. **Group Living Environment:** Integrated Team with GLE. A calendar indicating if the Person was Enrolled and Present or Enrolled and Absent and indicating the type of Encounter the Person received each day (Rehab Encounter, Other Face to Face Encounter, Enrolled but No Encounter).
  - a) SDR Service Code = **GLE6** - 4-6 Bed capacity / Sub Activity 305526  
**GLE9** - 7-9 Bed capacity / Sub Activity 305529  
**GLE12** - 10-12 Bed capacity / Sub Activity 3055212
  - b) SDR Attendance Code = **B** - Enrolled in Bed  
**BR** - Enrolled in Bed with REHAB  
**BO** – Enrolled in Bed with Telephonic or Collateral REHAB Contact  
**A** - Enrolled NOT in Bed NO Contact  
**AC** - Enrolled NOT in Bed Contact  
**AO** – Enrolled NOT in Bed with Telephonic or Collateral REHAB Contact  
**AR** - Enrolled NOT in Bed with REHAB

3. **Intensive Behavioral GLE:** Integrated Team with Intensive GLE. A calendar indicating if the Person was Present with Rehab Encounter, Present with No Rehab Encounter, Enrolled and Absent.
- a) SDR Service Code =           **IB6** - 4-6 Bed capacity / Sub Activity 305536  
   **IB9** - 7-9 Bed capacity / Sub Activity 305539  
   **IB12** - 10-12 Bed capacity / Sub Activity 3055312
- b) SDR Attendance Code =       **B** - Enrolled in Bed  
   **BR** - Enrolled in Bed with REHAB  
   **BO** – Enrolled in Bed with Telephonic or Collateral  
   REHAB contact  
   **A** - Enrolled NOT in Bed NO Contact  
   **AC** - Enrolled NOT in Bed Contact  
   **AO** – Enrolled NOT in Bed with Telephonic or Collateral  
   REHAB contact  
   **AR** - Enrolled NOT in Bed with REHAB
4. **Intensive Behavioral Assessment GLE:** Integrated Team with Intensive GLE. A calendar indicating if the Person was Present with Rehab Encounter, Present with No Rehab Encounter, Enrolled and Absent.
- a) SDR Service Code =           **IBA6** - 4-6 Bed capacity / Sub Activity 305546  
   **IBA12** - 10 -12 Bed capacity / Sub Activity 3055412
- b) SDR Attendance Code =       **B** - Enrolled in Bed  
   **BR** - Enrolled in Bed with REHAB  
   **BO** – Enrolled in Bed with Telephonic or Collateral  
   REHAB contact  
   **A** - Enrolled NOT in Bed NO Contact  
   **AC** - Enrolled NOT in Bed Contact  
   **AO** – Enrolled NOT in Bed with Telephonic or Collateral  
   REHAB contact  
   **AR** - Enrolled NOT in Bed with REHAB
5. **Intensive Clinical GLE:** Integrated Team with Intensive GLE. A calendar indicating if the Person was Present with Rehab Encounter, Present with No Rehab Encounter, Enrolled and Absent.
- a) SDR Service Code =           **IC6** - 4-6 Bed capacity / Sub Activity 305556  
   **IC9** - 7-9 Bed capacity / Sub Activity 305559  
   **IC12** – 10-12 Bed capacity / Sub Activity 3055512
- b) SDR Attendance Code =       **B** - Enrolled in Bed  
   **BR** - Enrolled in Bed with REHAB  
   **BO** – Enrolled in Bed with Telephonic or Collateral  
   REHAB contact  
   **A** - Enrolled NOT in Bed NO Contact

**AC** - Enrolled NOT in Bed Contact

**AO** - Enrolled NOT in Bed with Telephonic or Collateral REHAB contact

**AR** - Enrolled NOT in Bed with REHAB

6. **Intensive Medical GLE:** Integrated Team with Intensive GLE. A calendar indicating if the Person was Present with Rehab Encounter, Present with No Rehab Encounter, Enrolled and Absent.

a) SDR Service Code = **IM6** - 4-6 Bed capacity / Sub Activity 305566  
**IM9** - 7-9 Bed capacity / Sub Activity 305569  
**IM12** - 10-12 Bed capacity / Sub Activity 3055612

b) SDR Attendance Code = **B** - Enrolled in Bed  
**BR** - Enrolled in Bed with REHAB  
**BO** - Enrolled in Bed with Telephonic or Collateral REHAB contact  
**A** - Enrolled NOT in Bed NO Contact  
**AC** - Enrolled NOT in Bed Contact  
**AO** - Enrolled NOT in Bed with Telephonic or Collateral REHAB contact  
**AR** - Enrolled NOT in Bed with REHAB

7. **Supported Independent Environment:** Integrated Team with SIE. A calendar indicating if the Person was Enrolled and Present or Enrolled and Absent and indicating the type of Encounter the Person received each day (Rehab Encounter, Other Face to Face Encounter, Enrolled but No Encounter).

a) SDR Service Code = **SIE16** - 13-16 Bed capacity / Sub Activity 3055716  
**SIE25** - 17-25 Bed capacity / Sub Activity 3055725  
**SIE35** - 26-35 Bed capacity / Sub Activity 3055735

b) SDR Attendance Code = **E** - Enrolled but NO Encounter  
**C** - Enrolled with Encounter  
**O** - Enrolled with Telephonic or Collateral REHAB contact  
**R** - Enrolled with REHAB Encounter

8. **SDR Approval Process:**

After completing the SDR for each DMH client that was enrolled during the month, the Contractor must release and authorize the SDR in EIM.

- A. Within five (5) business days of receipt of the SDR in EIM and with an EIM status of Authorized, DMH Accounts Payable (AP) staff will save the original SDR to the designated file. DMH AP staff will then notify the respective Program Approver to conduct their review and approve/deny all or part of the SDR (see Attachment C).

July 27, 2018

Page 13 of 18

- B. If the Program Approver determines the SDR to be accurate **and that the supporting documentation (Staff Vacancy Report) is received**, he/she will Approve the SDR in EIM. The approved SDR will run overnight in EIM and create a PRC (Payment Request document) on the next business day. *Note: This includes CECs (Encumbrance Correction documents).*
- C. If the Program Approver determines the SDR not to be accurate, he/she may deny one or more client record(s). If this is done, he/she will contact the Contractor and explain the reason(s) for the denial. If appropriate, the Contractor can submit a corrected SDR for that client(s) on a Supplemental SDR as described in Section 9 below. If necessary, the Program Approver will then approve the remaining records.
- D. An SDR will not be processed as Approved unless the total of Units of Service reported, including those reported in the SDR, are less than the maximum number of Units of Service that can be billed for the applicable Contract for that fiscal year.
- E. The DMH AP staff will next complete the "Program Approval" of the PRC in EIM. This must be done prior to the "Accounting Approval."
- F. The DMH AP staff will review the PRC and ensure that it is referencing the correct contract lines and that the payment amount is apportioned to the correct funding sources. They then apply the Accounting Approval for the PRC.
- G. All PRC documents that have both levels of approval completed will appear in the PRC/CEC Batch Report on the following day. The Batch Header information will be entered by appropriate DMH AP staff into MMARS. MMARS will generate payments for PRCs and recoups CECs.

#### 9. **Supplemental Billing – Unit Rate SDR**

Supplemental Billing is any billing from a Contractor for a month that is submitted subsequent to the initial bill for that month. Supplemental billing can be either for a positive or negative adjustment. **Positive and negative adjustments cannot be combined – they must be submitted separately.** Any negative adjustments must be processed prior to any positive adjustments.

- A. In the event there was an omission of a client(s) or day(s) of service from the original SDR, EIM functionality allows for the Contractor to enter services by accessing the enrollment link for a client. The Contractor completes the required information as described above in Unit Rate Contracts. The DMH Program Approver and the DMH AP staff process the documents as outlined above.
- B. In the event of over-reporting the units of service provided in any previously submitted monthly SDR, the Contractor accesses the enrollment link and voids the entire previous month's client's record for the same month. If necessary, a separate supplemental SDR can then be resubmitted with the correct information as described in step (A) above.
- C. Upon receipt of the negative Supplemental SDR in EIM, the SDR will be processed in accordance with Sections IX 8.A thru IX 8.G above, except that the approved Supplemental SDR will create an Encumbrance Correction (CEC) document the following business day. If the Supplemental SDR is not accurate, it will be denied and another corrected SDR must be submitted by the Contractor.



- D. DMH AP staff will complete the Program Approval of the CEC document in EIM. This must be done prior to Accounting Approval and must also be done prior to approval of any PRCs for the same contract. **All CECs must be approved prior to PRCs for any given contract.**
- E. Once Program Approval is completed for the CEC, the DMH AP staff will review the CEC and apply the Accounting Approval for the CEC document.
- F. The following business day all CEC documents that have both levels of approval completed will appear in the PRC/CEC Batch Report. The Batch Header information will be entered by appropriate DMH AP staff into MMARS and will process overnight and activate the credit memo process that will offset future payments until the full amount of the CEC has been recouped.

## **IX. ACCOMMODATION RATE (AR) BILLING – OCCUPANCY**

### **A. Unit of Service**

A unit of service for the Occupancy is a month of bed availability for ACCS. The payment of the rate is based on bed capacity and is independent of bed utilization.

### **B. Reporting Offsets- Occupancy Rate Adjustment**

The Occupancy Rate will be offset by other payments attributable to occupancy costs (e.g. SNAP Benefits, rental subsidies, charges for Residential Services and Supports) received during the same month.

**All Contractors must submit an itemized list of the offsets received to the designated DMH site office in a standard format as determined by DMH.** The documentation is due to DMH by the twentieth (20<sup>th</sup>) day of the month. Payment will not be approved until documentation is received and approved. (see Attachment E).

### **C. EIM Accommodation Rate Invoicing**

The Contractor will invoice DMH monthly by entering the total amount due post offsets on the EIM A/R invoice.

1. The Provider creates an Accommodation Rate Invoice and enters the total monthly Occupancy Cost amount into the Units field in **EIM - after offsets are applied.** The Provider then does a “Release and Authorize” of the invoice.
2. Once the AR Invoice is in ‘Authorized Status’, the EIM system will automatically create a PRC (Payment Request Document) overnight. Within five (5) business days of receipt of the AR Invoice in EIM and with an EIM status of Authorized, The DMH Accounts Payable (AP) staff will then notify the respective DMH Program Approver for that contract.
3. The Program Approver will then review the AR Invoice, **check that the itemized list of Offsets was received and complete, confirm that the amount invoiced reflects the offsets,** and approve/deny the associated PRC.

4. Once Program Approval is completed for the PRC, DMH AP staff will review the PRC and ensure that it is referencing the correct contract lines and that the payment amount is apportioned to the correct funding sources. They then apply the Accounting Approval of the PRC.
5. All PRC documents that have both levels of approval completed will appear in the PRC/CEC Batch Report on the following day. The Batch Header information will be entered by appropriate DMH AP staff into MMARS. MMARS will generate payments for PRCs and recoups CECs.
6. If the Program Approver denies the PRC, s/he will contact the provider to explain the reason for the denial and have the provider submit a Supplemental AR Invoice with the corrected information. The Supplemental AR invoice will then be processed as outlined in steps #1 - #4 above.

**X. COST REIMBURSEMENT (CR) BILLING – CONTINGENCY & EMPLOYMENT TRANSITION**

- A. Contingency Funds** - A Contractor will be reimbursed for DMH approved Contingency Fund expenditures on a cost reimbursement basis up to the applicable Contract's Contingency Fund Annual Maximum Obligation Amount. These funds cannot be used to support GLEs, SIEs or Provider-Based Independent Settings.

All Contractors must submit an itemization of contingency payments **to the designated DMH site office in a standard format** as determined by DMH to support the contingency expenses. The itemization must include the following information: the Person on whose behalf the payment was made; type of payment (item purchased, rent, etc.), amount expended, recipient of the funds (store, landlord, etc.). Contractors must maintain records of expenditures along with receipts and have these available for DMH review if requested. The documentation is due to DMH by the twentieth (20<sup>th</sup>) day of the month. Payment will not be approved until documentation is received and approved ((see Attachment F).

- B. Employment Services** – A Contractor will be reimbursed for the delivery of job placement and job support services and other qualified employment placement resources through the end of the first fiscal year (FY2019). The allowable expenses for transition funds include salary, tax and fringe for staff performing these functions, transportation costs and costs associated with preparation of Employment Status quarterly reports. Contractors will be reimbursed up to the maximum obligation amount. This amount will not be available beyond the transition period. Contractors must submit a quarterly Transitional Employment Services reports in a standard format as determined by DMH. The dates the quarterly reports are due and the format for the reports will be distributed to providers.



### **C. EIM Cost Reimbursement Invoicing**

1. The provider enters an invoice in EIM based on the line item component(s) contained in the approved budget. Once the invoice is complete, the provider then performs a “Release and Authorize” of the invoice. **DMH will require additional documentation to be submitted to the designated DMH site office for the cost reimbursement invoice to support the contingency expenses.**
2. The authorized invoice will run overnight in EIM and create a PRC on the next business day.
3. The Program Approver will review the invoice and additional documentation then approve/deny the associated PRC.
4. Once Program Approval is completed for the PRC, the DMH AP staff will review the PRC and ensure that it is referencing the correct contract lines and that the payment amount is apportioned to the correct funding sources. They will then apply the Accounting Approval for the PRC.
5. All PRC documents that have both levels of approval completed will appear in the PRC/CEC Batch Report on the following day. The Batch Header information will be entered by appropriate DMH AP staff into MMARS. MMARS will generate payments for PRCs and recoups CECs. If the Program Approver denies the PRC, s/he will contact the provider to explain the reason for the denial and have the provider submit a Supplemental Invoice with the corrected information. The Supplemental invoice will then be processed as outlined in this section.

### **Billing Communication**

All billing issues or problems should be addressed to the DMH POS Accounts Payable division at the following address:

**[BBhsposinvoices@MassMail.State.MA.US](mailto:BBhsposinvoices@MassMail.State.MA.US)**

## **XI. REHABILITATIVE SERVICES**

DMH will submit claims to Medicaid for rehabilitative services provided by ACCS. Rehabilitative Services being claimed under the Rehabilitative Option must comply with guidance provided by DMH. The rehabilitative services indicated on SDRs will be used to import and post charges into MHIS in order to claim for reimbursement according to established MHIS monthly billing schedules. DMH will determine a client’s Medicaid eligibility.

DMH’s claiming processes include a review of a client’s eligibility for Medicaid prior to claiming. DMH cannot bill Medicaid when (1) a DMH client has been hospitalized, (2) enrolled into another third party program that receives Medicaid (e.g., Skilled Nursing Facility, PACE), (3) the client is not Medicaid eligible, or (4) there is no documentation in support of the rehabilitative service.

Contractors may not bill Medicaid, Medicare, or any insurer for ACCS services provided to a client under an ACCS contract. Contractors must maintain documentation to support the delivery of the rehabilitative service.

**XII. DOCUMENTATION**

All billing (SDRs, Accommodation Rate Invoices and Cost Reimbursement Invoices) must be retained by both the contractor and DMH for a minimum period of 7 years beginning on the first day after the final period of a contract, or such longer period as is necessary for the resolution of any mitigation, claim, negotiation, audit, or other inquiry involving a contract (Paragraph 7 of the Commonwealth Terms and Conditions for Human and Social Services). Records may be retained electronically in PDF Format or by hard copy.

For state operated providers, the applicable date is 7 years after the last date of service provision to any client listed in the SDR. Records may be retained electronically in PDF Format or by hard copy.

**XIII. ATTACHMENTS**

Attachment A - HIPAA Onboarding Guidelines

Attachment B - EIM SDR Procedures for Providers

Attachment C - EIM SDR Procedures for DMH Program Approvers

Attachment D - Staff Vacancy Report Template

Attachment E - Offsets Monthly Report Template

Attachment F - Contingency Funds Report Template